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Federal Communications Commission
Office of the Secretary



June 18, 2008

Stellar Nordia CRS Annual Complaint Log Summary

Attn: David Weiss
DDTP CRS Department Manager
505 14th Street
Suite 400
Oakland, California
94612

David,

Enclosed, please find the Stellar Nordia Complaint Log Summary for the 12-month period ending May 31, 2008.

Yours truly,

Shelley Vassall
Operations Manager

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List A B C D E



Customer Complaints - June 1, 2007 to May 31, 2008

Type	Tracking Number	Origin	Source-Language	Date Received	Category	Sub-Category	Description of the Inquiry	Date of Solution	Description of the Solution
JUNE									
Complaint	CPTTY-06070112-2280	CRS	TTY	1-Jun-07	Service Complaints	Didn't follow customer instruction	CA not following callers profile directions	6-Jun-07	Assured customer the agent would be met; ID number did not exist
Complaint	CPTTY-06071705-4561	CRS	TTY	17-Jun-07	Service Complaints	Agent Disconnected Caller	Didn't follow instructions to redial; hung up	18-Jun-07	No response required; caller abusive to agent; call disconnected by TM
Complaint	CPTTY-06072017-2854	CRS	Voice	20-Jun-07	Miscellaneous Complaints	Billing	Incorrect billing of Carrier of Choice	26-Jul-07	Refunded amount owed
Complaint	CPTTY-06072315-2642	CRS	VCO	23-Jun-07	Miscellaneous Complaints	Billing	Incorrect billing of Carrier of Choice	30-Jun-07	Customer never faxed information; no refund
JULY									
Complaint	CPTTY-07072913-3725	CRS	Voice	29-Jul-07	Service Complaints	Billing	Problem with accounts and credit line	8-Aug-07	Called customer back to inform the charges did not belong to Nordia
Complaint	CPVCE-07071015-2743	CRS	Voice	10-Jul-07	Service Complaints	Billing	Incorrect billing of Carrier of Choice	14-Nov-07	Refunded amount owed
Complaint	CPVCO-07072319-1599	CRS	Voice	23-Jul-07	Service Complaints	Billing	Incorrect billing of Carrier of Choice	14-Aug-07	Refunded amount owed; advised caller to inform CA of COC
AUG									
Complaint	CPVCO-08071515-3910	CRS	VCO	15-Aug-07	Technical Complaint	Other Technical Type	Requesting Female CA, receiving Male CA	27-Aug-07	Contacted by phone; provided number to reach gender of preference
Complaint	CPVCE-08072919-2417	CRS	Voice	29-Aug-07	Miscellaneous Complaints	Billing	Incorrect billing of Carrier of Choice	14-Sep-07	Refunded amount owed
SEPT									
No CRS Complaints in September									
OCT									
Complaint	CPHCO-10070818-5879	CRS	Email	8-Oct-07	Miscellaneous Complaints	Other Service Type - Website	Solutions not helpful on website	8-Oct-07	No contact information was provided; Complaint sent to Operations
Complaint	CPSTS-10072722-4446	CRS	Voice	27-Oct-07	Technical Complaint	Cust Prof Database Not Available	Requesting STS CA, receiving CRS CA	11-Nov-07	Apologized to the customer and called back with info provided by IT
Complaint	CPTTY-10070219-3565	CRS	TTY	6-Oct-07	Service Complaints	Other Service Type	Closing of call was very awkward	6-Oct-07	Emailed apology to customer including feedback from coaching the CA
NOV									
No CRS Complaints in November									
DEC									
Complaint	CPSTS-12071619-2984	CRS	STS	16-Dec-07	Service Complaints	Speech to Speech Service	Calls are routed to CRS CA not STS CA	12-Jan-08	Emailed apology to customer advising that the problem is fixed
Complaint	CPTTY-12070114-4072	CRS	TTY	1-Dec-07	Service Complaints	Agent Attitude	CA rude; interrupted caller before finished	13-Jan-08	Apologized and advised CA would be coached; no response required
Complaint	CPTTY-12070510-0408	CRS	Voice	5-Dec-07	Miscellaneous Complaints	Billing	Incorrect long distance billing charge	11-Jan-08	Refunded amount owed
Complaint	CPTTY-12072421-5565	CRS	Voice	24-Dec-07	Miscellaneous Complaints	Billing	Caller complained of long distance charges	11-Feb-08	Phoned customer to inform of credit refund and referred to DDTP
Complaint	CPTTY-12070711-5028	CRS	Voice	7-Dec-07	Technical Complaint	Other Technical Type	Request for long distance blocking	15-Jan-08	Contacted by phone; profile updated to block long distance charges
JAN									
Complaint	CPSTS-01081120-3243	CRS	Voice	11-Jan-08	Miscellaneous Complaints	Billing	Request to refund long distance charges	11-Feb-08	Refund was credited to customer's account.
Complaint	CPTTY-01080511-3398	CRS	Voice	5-Jan-08	Service Complaints	Billing	Incorrect billing of Carrier of Choice	18-Jan-08	Refunded amount owed
Complaint	CPTTY-01081119-4578	CRS	Email	11-Jan-08	Service Complaints	Didn't follow customer instruction	Didn't introduce call as instructed	13-Jan-08	Emailed apology to customer advising agent was coached
Complaint	CPTTY-01081119-5486	CRS	VCO	11-Jan-08	Service Complaints	Didn't follow customer instruction	Didn't introduce call as instructed	19-Jan-08	Apologized & advised CA would be coached; incomplete email address
Complaint	CPTTY-01082021-0428	CRS	VCO	20-Jan-08	Service Complaints	Didn't follow customer instruction	Didn't inform caller of following instructions	21-Jan-08	Apologized & advised CA would be coached accordingly
Complaint	CPTTY-01082021-3612	CRS	TTY	20-Jan-08	Service Complaints	Agent Attitude	CA didn't send gender & interrupted caller	21-Jan-08	Sent letter to customer advising agent was coached
Complaint	CPVCE-01080311-5355	CRS	Voice	3-Jan-08	Service Complaints	Billing	Request to refund long distance charges	12-Feb-08	Refunded amount owed to detention center
Complaint	CPVCE-01080716-0801	CRS	Voice	7-Jan-08	Service Complaints	Billing	Incorrect billing of Carrier of Choice	16-Jan-08	Followed-up with customer to inform of credit refund
FEB									
Complaint	CPVCO-02081406-2649	CRS	VCO	14-Feb-08	Service Complaints	Other Service Type	CA disconnected before data for courteous conclusion was fully transmitted	15-Feb-08	Apologized to customer and advised that the agent would be coached accordingly to avoid this from happening again in the future
Complaint	CPVCO-02081617-3500	CRS	VCO	16-Feb-08	Service Complaints	Didn't follow customer instruction	Didn't inform caller of following instructions	16-Feb-08	Apologized and advised CA would be coached; invalid agent ID
Complaint	CPVCO-02082501-4900	CRS	VCO	25-Feb-08	Service Complaints	Didn't follow customer instruction	CA hung up before transmission of closing	26-Feb-08	Emailed apology to customer advising agent was coached
Complaint	CPVCO-02081406-0969	CRS	VCO	14-Feb-08	Service Complaints	Other Service Type	CA hung up before transmission of closing	15-Feb-08	Apologized and advised CA would be coached; no response required
Complaint	CPVCO-02081306-0332	CRS	VCO	13-Feb-08	Service Complaints	Didn't follow customer instruction	Didn't inform caller of following instructions	13-Feb-08	Apologized to customer by email and requested agent ID number
Complaint	CPVCO-02081106-1150	CRS	Email	11-Feb-08	Service Complaints	Didn't follow customer instruction	Didn't inform caller of following instructions	13-Feb-08	Emailed apology to customer advising agent was coached
Complaint	CPVCO-02080817-3074	CRS	VCO	8-Feb-08	Miscellaneous Complaints	Billing	Requesting refund of long distance charges	11-Feb-08	Refunded amount owed
Complaint	CPVCO-02080313-5041	CRS	VCO	2-Feb-08	Service Complaints	Other	CA didn't type introduction of Auto System	10-Feb-08	Apologized and advised CA would be coached; no response required
Complaint	CPVCO-02080220-0136	CRS	VCO	2-Feb-08	Service Complaints	Other Service Type	VCO didn't receive closing macro	2-Feb-08	Apologized & advised agent would be coached; email sent to floor & IT
Complaint	CPVCO-02082712-1927	CRS	Voice	27-Feb-08	Technical Complaint	711 Database Not Available	Dialed 711 and reached Sprint despite Nordia as preferred provider on 711 Profile	18-Mar-08	Emailed customer requesting add'l info; forwarded response to OPS & IT; informed customer to advise us if the problem occurs again

MAR									
Complaint	CPTTY-03081304-0540	CRS	TTY	13-Mar-08	Service Complaints	Didn't follow customer instruction	Not transferred to Cust Svc as requested	18-Mar-08	Apologized and advised CA would be coached; no response required
Complaint	CPTTY-03081112-2381	CRS	VCO	11-Mar-08	Service Complaints	Other Service Type	CA disconnected before closing was completely transmitted	11-Mar-08	Apologized to customer and advised that the agent would be coached accordingly to avoid this from happening again in the future
Complaint	CPTTY-03081110-1965	CRS	VCO	11-Mar-08	Service Complaints	Didn't follow customer instruction	Didn't inform caller of following instructions	11-Mar-08	Emailed apology to customer advising agent was coached
APR									
Complaint	CPTTY-04080911-3539	CRS	TTY	9-Apr-08	Service Complaints	Poor Spelling	CA made spelling errors	9-Apr-08	Apologized and advised CA would be coached; no response required
Complaint	CPTTY-04081922-5759	CRS	VCO	19-Apr-08	Service Complaints	Other Service Type	CA disconnected before closing was completely transmitted	21-Apr-08	Emailed apology to customer advising agent was coached
Complaint	CPVCE-04081822-3279	CRS	VRS	18-Apr-08	Service Complaints	Agent Attitude	Caller not comfortable with agent's attitude due to line disconnecting in middle of call	24-Apr-08	Apologized to customer and advised that the agent would be coached accordingly to avoid this from happening again in the future
MAY									
Complaint	CPVCO-05080115-1018	CRS	VCO	1-May-08	Service Complaints	Other Service Type	CA didn't send closing or disconnected before closing was completely transmitted	4-May-08	Emailed apology to customer advising agent was coached
Complaint	CPVCE-05081909-1926	CRS	Voice	19-May-08	Service Complaints	Agent Attitude	CA was rude and discourteous	30-May-08	Apologized and advised CA would be coached; no response required
Complaint	CPVCE-05081617-0049	CRS	Voice	16-May-08	Service Complaints	Billing	Requesting refund of long distance charges	13-Jun-08	Refunded half of amount owed
Complaint	CPTTY-05082204-3414	CRS	TTY	22-May-08	Service Complaints	Didn't follow customer instruction	Didn't inform caller of following instructions	3-Jun-08	Emailed apology to customer advising agent was coached
Complaint	CPTTY-05081318-5038	CRS	Voice	13-May-08	Miscellaneous Complaints	Billing	Requesting refund of long distance charges	15-Jun-08	Refunded amount owed
Complaint	CPTTY-05081419-0155	CRS	Voice	14-May-08	Service Complaints	Agent Attitude	CA was unfriendly and impolite	27-May-08	ID number didn't exist; forwarded to DDTP for processing
Complaint	CPTTY-05082817-0685	CRS	TTY	28-May-08	Service Complaints	Didn't follow customer instruction	CA didn't follow instructions to not type anything until the live person answers	17-Jun-08	Apologized and advised CA would be coached; created new profile under the caller's new phone number; no response required

**FCC Summary Log
For
California Relay Service
June 1, 2007 to May 31, 2008**

DDTP

Number of Complaints received from June 1, 2007 to May 31, 2008

June '07	July '07	Aug '07	Sept '07	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08
4	3	2	0	3	0	5	8	10	3	3	7

**The total Number of Complaints for this reporting period was 48.
Complaints are followed up and resolved in a timely manner.**